

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:1291
ANSWERED ON:26.11.2007
NON ISSUE OF SIM
Gangwar Shri Santosh Kumar

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the number of connections issued and withdrawn since the direction issued by Telecom Regulatory Authority of India (TRAI) on April 1, 2007 in regard to non-issue of pre-activated SIM without submitting identity proof of subscribers;
- (b) if so, whether any service provider has violated the directions of TRAI to achieve the target of issuing maximum number of connections;
- (c) if so, the details thereof; and
- (d) the action taken/being taken by the Government against such companies?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (d) No such direction was issued by TRAI in this regard. However, it is found during verification process that some of the subscribers have been enrolled by mobile service providers without proper verification. Detailed instructions were incorporated as license conditions, which inter-alia provide that the Service Providers are required to ensure adequate verification of each and every customer before enrolling him as a subscriber. This includes obtaining photograph and copies of prescribed documents for identity proof and address proof of the subscribers.

In April 2006, a special drive was carried out by Vigilance Telecom Monitoring (VTM) Cells of Department of Telecommunications (DOT) at Delhi, Mumbai, Chennai and Hyderabad to check whether the service providers are fully complying with the instructions regarding verification of subscribers. It was observed that all the operators in these cities are not fully complying with the instructions issued in regard to verification of subscribers. Based on the observations of special drive, directions were issued to concerned service providers to disconnect such connections that have been provided without proper verification.

As per the instructions dated 22.11.2006, service providers were required to re-verify their existing subscriber base by March 2007 and there shall not be any connection working after 31.03.2007 in the Licensee's network without having subscriber information duly verified. As per reports received from mobile service providers and their Associations, 9.46 lakhs (approx) telephones have been disconnected on this account. Special drives were conducted in April and May 2007 to audit the status of subscriber verification carried out by the mobile operators on sample basis. The auditing of the subscribers' identity verification is a continuous process.

Routine checks, in this, regard, are carried out by DOT through its Vigilance Telecom Monitoring (VTM) Cells in all service areas. Based on their observations, 133 show cause-notices have been issued in six months to the concerned service providers, wherever discrepancies/deficiencies were noticed, for imposition of penalty which is to be levied after following due procedure.